

■ EaglesTaxi

Driver User Guide

Complete step-by-step guide for every feature in the app

From registration to completing a trip

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1 Creating a New Account

When you open the app for the first time, follow these steps to create your driver account. The registration is split into four pages.

Page 1 — Personal Information

- 1 Open the app and wait for the login screen to appear.
- 2 Tap "**Create Account**" at the bottom of the screen.
- 3 Enter your **First Name**.
- 4 Enter your **Last Name**.
- 5 Enter your **Email Address** (e.g. ahmed@gmail.com).
- 6 Select the **country code** for your phone, then enter your **Phone Number**.
- 7 Enter a **Password** (at least 6 characters).
- 8 Re-enter the password in the **Confirm Password** field.
- 9 Tap "**Next**" to continue.

NOTE Available countries: Belgium, Germany, Netherlands, France.

Page 2 — Driver License Documents

- 1 Enter your **Driver License Number**.
- 2 Tap the date field to select your **Driver License Expiry Date**.
- 3 Enter your **Taxi License Number**.
- 4 Tap the date field to select your **Taxi License Expiry Date**.
- 5 Enter your **VAT Number** (if applicable).
- 6 Tap the upload button to add a **Profile Photo** (from camera or gallery).
- 7 Tap the upload button to add a clear photo of your **Driver License**.
- 8 Tap the upload button to add a photo of your **Taxi License** (required).
- 9 Tap "**Next**".

Page 3 — Vehicle Information

- 1 Enter the **Vehicle Make** (e.g. Toyota).
- 2 Enter the **Vehicle Model** (e.g. Camry).

- 3 Enter the **License Plate** number.
- 4 Tap the upload button to add a clear photo of your **Vehicle**.
- 5 Tap "**Next**".

Page 4 — Agreement & Submit

- 1 Read the **Terms & Conditions**.
- 2 Check the box "**I agree to the Terms & Conditions**".
- 3 (Optional) Check "**I agree to receive marketing messages**".
- 4 Tap "**Submit Application**".
- 5 A message will appear: "**Application submitted. Awaiting approval.**"
- 6 You will be automatically redirected to choose a subscription plan.

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Your application will be reviewed by the admin team. You will receive a notification once it is approved or rejected.

2 Logging In

- 1 Open the app.
- 2 Enter your registered **Email Address**.
- 3 Enter your **Password**.
- 4 Tap the **eye icon** next to the password field to show or hide the text.
- 5 Tap "**Log In**".
- 6 On success you will be taken directly to the **Home Screen**.

NOTE

If an error appears, check that your email and password are correct, then try again. Make sure you have an internet connection.

3 Forgot Password

- 1 On the login screen, tap "**Forgot Password?**".
- 2 Enter your registered **Email Address**.
- 3 Tap "**Send Code**".
- 4 Open your email inbox and find the message containing your **verification code**.
- 5 Return to the app and enter the **verification code**.
- 6 Enter your **New Password**.
- 7 Re-enter the new password to **confirm** it.
- 8 Tap "**Reset Password**".
- 9 A success message will appear and you will be returned to the login screen.

4 Checking Application Status

If you submitted a registration and want to know its current status:

- 1 On the login screen, tap "**Check Application Status**".
- 2 Enter your **Email Address**.
- 3 Enter your **Phone Number**.
- 4 Tap "**Check**".
- 5 The screen will show your current status (Pending / Approved / Rejected) and the verification state of each document.

5 Choosing a Subscription Plan

This screen appears automatically after account creation, or you can reach it from Settings.

- 1 A list of available subscription plans will be shown — each card displays the price, duration, and features.
- 2 Tap the plan that suits you to select it.
- 3 Tap "**Continue**".
- 4 If the plan includes a **free trial**, you will be taken to the Free Trial screen.
- 5 If there is no free trial, you will be taken to the Add Payment Method screen.

Free Trial Screen

- 1 The trial duration (e.g. 7 days) and conditions will be displayed.
- 2 Tap "**Start Free Trial**".
- 3 Your trial starts immediately — no payment needed.
- 4 You will be taken to the Current Subscription screen.

6 Adding a Payment Method

- 1 Enter the **Cardholder Name**.
- 2 Enter the **Card Number**.
- 3 Enter the **Expiry Date** (MM/YY).
- 4 Enter the **CVV** (3-digit code on the back of your card).
- 5 (Optional) Check "**Set as Default Payment Method**".
- 6 Tap "**Add Card**".
- 7 On success, your subscription setup will complete automatically.

7 Home Screen (Dashboard)

After logging in, the Home Screen is your main control centre.

Welcome Card (top of screen)

Displays your profile photo, name, vehicle info (make, model, plate number), average rating (★), and your status badge — **ACTIVE** (green) or **INACTIVE** (red).

Subscription Alert (if applicable)

A yellow warning banner appears if your subscription has expired, is past due, or if you have ≤ 3 days left on a free trial.

Today's Stats

Stat	What it shows
Completed Trips Today	Number of trips finished today
Total Earnings Today	Money earned today (local currency)
Work Hours Today	Total hours you have been on shift
Average Rating	Your average customer rating

Status Info Card

Shows Shift Status (Active / Break / Ended), Location Status (Online / Offline), and Driver Status (Available / Busy / Offline).

Quick Navigation Menu

Card	Takes you to
Trips	Trip management screen

Shift	Shift control screen
Chiron Transfers	Chiron transfers (only if Chiron is set up)
Earnings	Earnings & analytics
Settings	App settings
Payment History	Trip payment history

TIP Pull down on the screen at any time to refresh all data.

8 Shift Management

A shift tells the app that you have started working and are available to receive trip requests.

Starting a Shift

- 1 From the Home Screen tap **"Shift"**.
- 2 Tap the **"Start Shift"** button.
- 3 The shift begins and the app shows your start time.
- 4 Your status changes to **"Active — Available"**.

Taking a Break

- 1 Tap **"Take a Break"**.
- 2 You enter break mode — no new trip requests will be sent to you.
- 3 The app tracks your break time automatically.

Resuming After a Break

- 1 Tap **"Resume Shift"**.
- 2 You return to **"Active — Available"** and can receive trips again.

Ending a Shift

- 1 Tap **"End Shift"**.
- 2 A confirmation message appears: **"Are you sure you want to end your shift?"**
- 3 Tap **"Yes"** to confirm.
- 4 A shift summary is shown: total earnings, number of trips, and hours worked.

Viewing Past Shifts

- 1 In the Shift screen, tap **"View History"**.
- 2 A list of all past shifts appears, sorted by date.
- 3 Tap any shift to see its full details: start/end times, active time, break time, earnings, and trip list.

9 Receiving and Managing Trips

Viewing Available Trips

- 1 From the Home Screen tap **"Trips"**.
- 2 Tap the **"Available Trips"** tab.
- 3 A list of incoming trip requests appears. Each card shows: passenger name, pickup address, destination address, estimated distance, estimated fare, and time received.
- 4 The list refreshes automatically every 5 seconds.

Accepting a Trip

- 1 Tap a trip card to see full details.
- 2 Tap **"Accept Trip"**.
- 3 You will be taken to the active trip screen.

Declining a Trip

- 1 Tap the **"Decline"** button on the trip card.
- 2 Select a **reason for declining** from the list.
- 3 Tap **"Confirm"**.
- 4 The trip is removed from your list.

Working on an Active Trip

- 1 Tap the **"Active Trip"** tab to see the current trip details.
- 2 Head to the pickup address to collect the passenger.
- 3 When you arrive, tap **"Start Trip"**.
- 4 Drive the passenger to the destination.
- 5 On arrival, tap **"End Trip"** (see Section 11 for payment steps).

Cancelling an Active Trip

- 1 In the "Active Trip" tab, tap **"Cancel Trip"**.
- 2 A confirmation message appears.
- 3 Tap **"Yes"** to confirm the cancellation.

Trip History

- 1 Tap the "**Trip History**" tab.
- 2 A list of all your completed trips appears.
- 3 Each entry shows: date, route (pickup → destination), distance, fare, and rating.
- 4 You can filter by date range.
- 5 Tap any trip to view its full details.

1.0 Live Trip Map

When you start an active trip, the map screen opens and displays:

Element	Description
Your location marker	Moves in real time as you drive
Pickup pin	Location where you collected the passenger
Destination pin	The passenger's destination
Route line	Your path drawn on the map
Fare counter	Current fare amount, updates automatically
Distance counter	Distance covered, updates automatically

Manual Override

If you need to correct the distance or fare, you can **edit both fields manually** by tapping on them and typing the correct value.

TIP

The map automatically centres on your position. You can disable auto-centring by tapping the centre toggle button.

1.1 Ending a Trip & Collecting Payment

Ending the Trip

- 1 When you reach the destination, tap "**End Trip**".
- 2 A confirmation message appears.
- 3 Tap "**Yes**" to confirm.
- 4 You are taken to the **Payment Collection screen**.

Payment Collection Screen

- 1 Review the **Distance** (you can edit it manually if needed).
- 2 Review the **Fare Amount** (you can edit it manually if needed).
- 3 Choose a **payment method**.

Option A — Cash Payment

- 1 Select "**Cash**".
- 2 Tap "**Complete Payment**".
- 3 Collect the cash from the passenger.
- 4 You will be taken to the Trip Result screen.

Option B — QR Code Payment (requires Mollie account)

- 1 Select "**QR Code**".
- 2 Tap "**Show QR Code**".
- 3 Ask the passenger to scan the **QR code** with their phone.
- 4 Wait for the payment confirmation — a green ✓ appears when complete.
- 5 You will be taken to the Trip Result screen.

Trip Result Screen

After payment, a screen shows a green ✓, the trip number, final fare, payment method used, and both addresses.

- 1 (Optional) Tap "**Rate Trip**", choose 1–5 stars, add a comment, then tap "**Submit Rating**".
- 2 Tap "**Done**" to return to the Home Screen.

1 2 Creating a Trip Manually

Use this feature to create a trip directly — without waiting for a passenger request. Useful for pre-arranged bookings or walk-in passengers.

- 1 From the main menu (or the Trips screen), tap **"Create Trip"**.
- 2 Search for or enter the **Pickup Address**.
- 3 Search for or enter the **Destination Address**.
- 4 Review the map showing both locations.
- 5 Enter the **Passenger Name**.
- 6 (Optional) Enter the **Passenger Phone Number**.
- 7 Select the **Trip Type** (Regular / Pre-booked).
- 8 (Optional) Add any **Notes** for the trip.
- 9 Select a **Fare Tariff** from your saved tariff profiles.
- 1 Review the **Calculated Fare** (auto-computed from the tariff and distance).
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- 1 If you want to override the fare, enter the value manually in the fare field.
- 1
- 1 Tap **"Create Trip"**.
- 2
- 1 You will be taken to the live map screen to track the trip.
- 3

1 3 Earnings & Analytics

- 1 From the Home Screen tap **"Earnings"**.
- 2 Three tabs are available: **Daily**, **Weekly**, and **Monthly**.

Tab	What it shows
Daily	Chart of earnings per hour/day · Total earnings · Avg fare · No. of trips · Best day
Weekly	Chart of earnings per week · Weekly total · Weekly average · Best week
Monthly	Chart of earnings per month · Monthly total · Monthly average · Best month

TIP

Pull down on the screen to refresh the data.

1 4 Profile Management

Access your profile by tapping your photo on the Home Screen, or go to Settings → Profile.

What the Profile Screen Shows

Your photo, name, email, phone number, lifetime trip count, average rating, total earnings, approval status, and vehicle information.

Changing Your Profile Photo

- 1 Tap your profile photo.
- 2 Choose "**From Camera**" or "**From Gallery**".
- 3 Take or select the photo.
- 4 The photo uploads and updates automatically.

Editing Personal Details

- 1 Tap "**Edit Profile**".
- 2 Edit your **First Name**, **Last Name**, and/or **Phone Number**.
- 3 Note: your email address cannot be changed.
- 4 Tap "**Save**".
- 5 A confirmation message appears on success.

Changing Your Password

- 1 In the Profile screen tap "**Change Password**".
- 2 Enter your **Current Password**.
- 3 Enter a **New Password** (at least 6 characters).
- 4 Re-enter the new password to confirm.
- 5 Tap "**Change Password**".
- 6 A success message appears.

1 5 Settings

From the Home Screen tap "**Settings**". The following options are available:

Option	Description
Theme Settings	Switch between Light, Dark, or System theme
Language	Change the app language
Location Settings	Configure GPS tracking and accuracy
Fare Tariffs	Manage your trip pricing profiles
Chiron Settings	Set up Belgian regulatory Chiron credentials
Connect Mollie	Link your Mollie account for QR payments
Profile	Edit your personal details
Subscription	Manage your subscription plan
About	App version and build information

1 6 Subscription Management

Go to **Settings** → **Subscription** to manage your plan.

If Your Subscription Is Active

You will see: plan name, price, next billing date, status (Active / Trial / Past Due / Expired), and days remaining if on a trial.

Button	What it does
Renew Subscription	Restart a lapsed subscription with your saved card
Change Plan	Browse and switch to a different plan
Cancel Subscription	Cancel — a confirmation dialog appears first
View Invoices	See all invoices (date, amount, status)
Payment Methods	Add, remove, or set a default card
Billing Address	Update your billing address

Managing Payment Methods

- 1 Tap "**Payment Methods**".
- 2 Your saved cards are listed.
- 3 To add a card: tap "**Add New Payment Method**" and follow Section 6 steps.
- 4 To delete a card: tap the delete icon next to it and confirm.
- 5 To set a card as default: tap the card and choose "**Set as Default**".

1 7 Connecting Mollie (QR Payments)

Mollie is a payment system that lets passengers pay by scanning a **QR code** with their phone.

Linking Your Mollie Account

- 1 Go to **Settings** → **Connect Mollie**.
- 2 If not yet connected, tap "**Connect Mollie Account**".
- 3 A Mollie login page will open in your browser.
- 4 Sign in with your Mollie account credentials.
- 5 Grant the requested permissions.
- 6 You will be returned to the app automatically with the account shown as connected.

Disconnecting Mollie

- 1 If already connected, tap "**Disconnect**".
- 2 A confirmation message appears.
- 3 Tap "**Yes**" to disconnect.
- 4 QR payments will no longer be available until you reconnect.

1 8 Chiron Settings (Belgium Regulatory)

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This section is only for drivers operating in Belgium who are subject to the Chiron regulatory system.

Go to **Settings** → **Chiron Settings**.

Setting Up Test Credentials

- 1 Open the "**Test Credentials**" section.
- 2 Enter the **Test Client ID**.
- 3 Enter the **Test Client Secret**.
- 4 Tap "**Send Test Data**" to verify the credentials work.
- 5 If successful, tap "**Save Test Credentials**".

Setting Up Live Credentials

- 1 Open the **"Live Credentials"** section.
- 2 Enter the **Live Client ID**.
- 3 Enter the **Live Client Secret**.
- 4 Tap **"Save Live Credentials"**.
- 5 A warning will appear: "Live credentials will be used for real transfers." Confirm to save.

Entering Transfer Details

- 1 Enter your **Registration Number** (Registratie).
- 2 Enter the **Vehicle Name** (Naam).
- 3 Enter the **License Plate** (Nummerplaat).
- 4 Enter the **Driver Passport Number** (Bestuurderspasnummer).
- 5 Tap **"Save Details"**.

Enabling Automatic Transfers

- 1 Toggle **"Enable Auto Transfer"** to ON.
- 2 Tap **"Save"**.
- 3 Chiron data will be transferred automatically every day.

1 9

Chiron Transfers

NOTE

This option only appears after you have completed the Chiron setup (Section 18).

From the Home Screen tap "**Chiron Transfers**".

The screen shows:

Information	Details
Last Transfer	Date and amount of the most recent transfer
Month Total	Total amount transferred this month
Next Auto Transfer	Date of the next automatic transfer (if enabled)
Transfer List	Each entry shows: date, amount, status (Success/Pending/Failed), and receiving bank account

Filtering Transfers

- 1 Tap the **date range selector**.
- 2 Choose a **start date** and **end date**.
- 3 The list updates automatically.

Making a Manual Transfer

- 1 Tap "**Manual Transfer**".
- 2 A confirmation appears: "**Transfer [amount] to Chiron bank account?**"
- 3 Tap "**Yes**" to confirm.
- 4 Status updates appear until the transfer completes.

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Changing the App Language

You can change the app language at any time using either of these methods:

From the Login Screen

- 1 Tap the language button in the top-right corner.

- 2 Select your preferred language from the list.

From Settings

- 1 Go to **Settings** → **Language**.
- 2 Select your preferred language.
- 3 The app switches to the new language instantly.

Flag	Language
■■	English
■■	Turkish
■■	German
■■	Dutch
■■	French

2 1 Changing the Theme (Light / Dark)

1 Go to **Settings** → **Theme Settings**.

2 Choose one of the three options:

Option	Description
Light Mode	White background — best for daytime use
Dark Mode	Dark background — easier on the eyes at night
System Default	Automatically follows your phone's current setting

1 The change takes effect immediately and is saved for future sessions.

2 2 GPS & Location Settings

Go to **Settings** → **Location Settings**.

Location Tracking Toggle

Turn location tracking ON or OFF. When off, your position is not sent to the app.

Update Frequency

Frequency	Recommended for
Every 5 seconds	Highest accuracy (uses more battery)
Every 10 seconds	Balanced
Every 30 seconds	Moderate battery saving
Every 1 minute	Low battery usage
Every 2 minutes	Very low battery usage
Every 5 minutes	Minimum battery usage

Accuracy Level

Choose from: Lowest · Low · Medium · High · Best. Higher accuracy uses more battery.

Background Tracking

Toggle **Background Tracking** to allow the app to send your location even when it is minimised or the screen is off.

TIP

All changes are saved automatically as soon as you select them.

2 Managing Fare Tariffs

Tariff profiles define how your trip fare is calculated. Go to **Settings** → **Fare Tariffs**.

Adding a New Tariff

- 1 Tap "**Add Tariff**".
- 2 Enter a **Tariff Name** (e.g. Night Rate, Weekend Rate).
- 3 Enter the **Base Fare** (€) — charged at the start of every trip.
- 4 Enter the **Per-Km Rate** (€ per kilometre).
- 5 Enter the **Per-Minute Rate** (€ per minute).
- 6 (Optional) Toggle "**Set as Default**" to use this tariff automatically.
- 7 (Optional) Toggle "**Active**" to enable it immediately.
- 8 Tap "**Save**".

Editing a Tariff

- 1 Tap the tariff you want to edit.
- 2 Change the required fields.
- 3 Tap "**Save**".

Deleting a Tariff

- 1 Long-press on the tariff or swipe it to the side.
- 2 A "**Delete**" option appears.
- 3 Tap "**Delete**" and confirm in the dialog.

2 Logging Out

- 1 Go to **Settings** → **Profile**.
- 2 Tap the "**Log Out**" button.
- 3 A confirmation appears: "**Are you sure you want to log out?**"
- 4 Tap "**Yes**" to confirm.

5 You are returned to the login screen.

6 All locally stored data is cleared.

Quick Reference — Common Situations

Situation	What to do
Not receiving any trips	Make sure your shift is started AND GPS is enabled
Subscription expired	Go to Settings → Subscription → Renew Subscription
GPS not working	Check location permissions in your phone's Settings app
Login error	Check your internet connection and verify your credentials
Forgot password	Use "Forgot Password?" on the login screen
Screen not loading	Pull down to refresh the page
Application not approved yet	Use "Check Application Status" on the login screen
Want to accept cash only	On the payment screen, select Cash and tap Complete Payment
Want to offer QR code payments	Connect your Mollie account first (Settings → Connect Mollie)
Need to correct fare after trip	Edit the fare manually on the Payment Collection screen

Start of a Working Day — Quick Flow

- 1 Log in to the app.
- 2 Go to **Shift** → tap "**Start Shift**".
- 3 Wait for trip requests to arrive.
- 4 Accept a trip → head to pickup → tap Start Trip → drive → tap End Trip → collect payment.
- 5 At the end of the day: **Shift** → "**End Shift**" → review your daily summary.

This guide documents features that actually exist in the EaglesTaxi driver app, based directly on the application source code. • Last updated: April 2026